Service User Guide

Name:……

Date service commenced:……

Signature:……

Reviewed 27.7.15

Introduction

This booklet tells you about Crimson Hill Support Ltd and is intended to help you understand what we do and how we can support you. Crimson Hill Support is registered with the Care Quality Commission CQC.

At Crimson Hill Support all staff receive a full induction programme prior to starting work. As they gain experience they do further training courses which helps them develop their skills, and helps them support you in the way you want.

Crimson Hill Support checks it is providing support to a high standard by looking at what we do every month and asking your opinion on how you are being supported.

Felicity, who is the registered manager and responsible individual is based in the office, is there to ensure you receive the support you want and need, and will make sure your support is altered and kept up to date as your needs change. Steve is the second director of Crimson Hill Support and works with Felicity. Toyah is the Operations Manager. There are six team leaders, and they work alongside Felicity, Toyah, and Steve and are based in the office too.

If your care is being funded by social services you will need to consult your care manager or social worker about any changes in your Service User Plan.

You can call Felicity on 01823 255000 or 07845986261
You can call Steve on 01823 255000 or 07952295034

The office address is:

Ferrydown House, 43 Fore Street, North Petherton, Bridgwater, Somerset, TA6 6PY.

Contact Details and Numbers

You can contact:

Your care manager .....on:.....

Your local social services office on:

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Your local CQC inspector on: 03000 616161

Local advocacy service on: 01823 339494

Local Health Authority on:01823 364940

General Social Care Council on: 0207 3975100

Aims of Crimson Hill Support

We aim to provide value for money services of the highest standard.

We follow the Reach Standards, and support everyone to make as many decisions and choices as they feel able to do and want to do. We abide by the Health and Social Care Act and The Essential Standards of Quality and Safety.

We ensure that people's rights, values, privacy, dignity and equality are always respected.

We strive to provide opportunities which will enable people to be part of their local community.

We work alongside other professionals to deliver consistent and reliable support in the ways people choose.

We encourage everyone to live life to the full and maximise their abilities and talents. This can be in their own home, or in the community, in a domestic, leisure/social or vocational way.

We will protect the people we support and the staff who support them from discrimination of any nature.

We always listen to the views of the people we support and actively strive to ensure we remain faithful to their wishes and desires.

We constantly work at improving our service.

We will take all complaints seriously and use them to help make what we do better.

Objectives of Crimson Hill Support

Crimson Hill Support was born out of a desire and passion to ensure that individuals with a learning disability actually receive the support they want, when they want, in the way they want and from whom they choose.

We help people set realistic goals, and then offer support so that they can achieve each step towards reaching their desired outcome. Small successes all add up.

Our objective is to provide person centred professional support which empowers people. It does not matter how much of a disability you have, we will always act in your best interests, whether by following your choices when you communicate to us, or sometimes by working with those people closest to you to decide what you would like or choose.

Everyone employed by Crimson Hill Support respects the service user's right to dignity, confidentiality and to be safe from abuse at all times.

The staff who provide the support are trained to a high standard, and will be supported by experienced managers to help them in their roles. They believe that the physical, emotional and spiritual welfare of the service users we support is of the paramount importance.

Crimson Hill Support aims to be a flexible service which can respond to the ever changing needs of people, as and when issues, or new situations occur.

We do not take what we do for granted, and ask for feedback on how we can improve the service we provide.

People who Crimson Hill support

Crimson Hill Support provides support to people with a learning disability. They can live in their own homes, or with family or friends. Crimson Hill Support does not normally provide residential care.

Crimson Hill Support does provide respite support in peoples own homes, in our specialist holiday accommodation, or wherever people want to go on holiday.

Service Users may also have any of the following:

- autism, or conditions on the autism spectrum
- aspergers
- ADHD
- acquired brain injury
- frail or fragile health needs
- enduring mental health needs
- dual diagnosis
- physical disability
- associated complex needs
- sensory impairments
- behaviour that can have an impact on their own or others lives
- oppositional defiant disorder
- dementia

Prior to anybody being supported by Crimson Hill Support, the local authority, health or primary care trust will complete a full needs led assessment. Then Crimson Hill Support will complete a pre-service assessment to ensure they understand the person, and can provide the level of support needed. This pre-service assessment will include information on the following, and will form the basis of the person centred support plan.

Individuals' views and ideas as to the future; personal, mental, physical and emotional wellbeing; family involvement; friends and social networks; personal safety and risk; specialist health related needs; dietary requirements; culture; religion; interests; financial information; mobility; equipment needed; environmental factors; independent living skills.

Training For Staff

All the staff who support you will have an induction programme based on the Care Certificate, and the mandatory Introductory Units of the Diploma in Heath and Social Care. They will then go on to register for this award if they do not already have a qualification in health and social care. The induction is ten days. Additional training will be given to increase their knowledge and skills during their employment. All staff will receive training in the ethos and principles of working in a supported living environment.

Any specialist needs which a service user has and which are highlighted in their support plan will help guide the individual training plans for each staff member.

Examples of training the staff will receive are listed below:

Mandatory:
Safeguarding Children & Adults; Appointed Person First Aid; Fire Awareness; Food Hygiene; Health and Safety and COSHH; Induction to the Company; Infection Control; Moving and Handling; Record Keeping; Communication; Keyworker Role; Risk Assessment; Equality and Diversity, MAPA (Managing Actual and Potential Aggression 2 days); Epilepsy; Medication Management: Administration of Emergency Medication; Autism; Principles of Support;

Roles and Responsibilities; Mental Capacity Act; STC (Somerset Total Communication); Stepping Stones to Support.

Diploma in Health and Social Care : Levels 2,3, 4 & 5

As necessary:
Dementia; Diabetes; Brain Injury Awareness; Mental Health; Challenging Behaviour; Sensory Awareness; Peg Training; Supervision and Appraisal; Recruitment and Selection; Citrillineamia; Supported Living; PCP; PCAS: Advanced and Emergency Holding Skills in MAPA.

What To Expect

You will have a person centred support plan which will incorporate risks, health issues, and communication. The support plan will reflect your wishes, preferences, and chosen lifestyle, and highlight goals you wish to achieve. These can be big or little goals, or a mixture of both.

You will be involved in compiling it, and it will be reviewed regularly to ensure that it always says what you want it to say, and what the staff supporting you need to know. This is important so that they get your support right.

It does not matter if you change your mind about what you want in it, this is ok.

The support plan will match the specific support needs identified in your full needs assessment and pre-admission assessment.

This plan is yours to keep so that when staff come to support you, it is there for them to read. A copy of it will also be kept at the office.

You will also have a Record of Support Book which the staff will write in every time they support you, so that everyone knows what is happening and there is no confusion. This will help ensure you get the right support. This book is also yours, and you can see what goes in it.

Your Support Plan and Record of Support Book will be part of a file in which other paperwork such as letters, and review documents are kept too. The office needs to keep a copy of some of this too, but they will ask your permission to do this. All your information which is kept at the office will be locked away, so that it is private. You can check this whenever you want.

Whenever possible you will be asked to help recruit new members of staff. This may be for you or it may be for other service users.

If it is not possible to include you in the interviews because of time factors, or other problems with organizing interviews, then you may be asked to help write some questions to ask potential new members of staff. The questions need to include things about what you think are the important issues for you and other service users.

You can help choose a member of staff who will become your key worker. They will be responsible for ensuring that your plan is up to date and will act as an advocate for you. They will help you plan for the future and work towards your goals.

As well as reviewing your support plan regularly with Crimson Hill Support, there will be a formal review at least once a year. This will be with your care manager, yourself, Crimson Hill Support and any other individuals who you want to invite, and who are important in planning or

implementing your support.

At this meeting you have the opportunity to tell us how we are doing and what you think.

Crimson Hill Support listens to everyone's views, ideas, and suggestions for the future. We will use people's comments to improve the support and change what happens to make it better.

The People Who Work For Crimson Hill Support

Every support worker will carry an ID card so you can check they are who they say they are. The card will have a phone number on it you can call to check they are the right person.

Crimson Hill Support will try its best to ensure that staff are matched to the right service user. They will also try to ensure that there is consistency and you have the same support workers.

Although this may change in an emergency, service users will be notified of the change of support as far as possible so they know who is going to be helping them.

All the employees are bound by a confidentiality agreement, and by current legislation. They will only divulge information about you to their manager or to others directly involved in your support. Breaches of confidentiality will be taken very seriously and will be subject to disciplinary procedure.

Staff have a comprehensive training package. Crimson Hill Support understands that it is only as good as the staff it employs, and invests in them to ensure you get high

quality support.

Everybody employed by Crimson Hill Support undergoes a vigorous vetting process, including a face to face interview. Service users are also involved in the interviews if possible. They need two references, one of which must be the last employer, and have to be checked by the Criminal Records Bureau and Protection of Vulnerable Children and Adults List.

Service users have the right to expect:-

- Crimson Hill Support Staff to act in such a way as to promote and safeguard service user well being and safety.

- Staff to abide by Crimson Hill Support's Policies and Procedures, thus ensuring service user rights are respected.

- Staff to act with honesty, integrity and respect for service users' property and home. Staff will not accept gifts unless this has been discussed with the directors beforehand. Staff cannot act as witnesses or signatories to legal documents for service users.

Crimson Hill Support Staff expect service users to :-

- Provide a safe working environment
- Notify us of any concerns, or queries
- Inform us when personal choices and changes to their plan which affect the support provided are required
- Provide a safe place to store documents, medication, and money, if they live in a shared house
- Pay mileage expenses if they decide to use staff cars as transport.

In exceptional circumstances the withdrawal of a service may be necessary. This will always be discussed prior to withdrawal and would include the following reasons:

- The health and safety of the service user or the employee would be severely compromised if the service is allowed to continue.

- Fees are not paid by service users who manage their own budgets.

Checking Quality

Crimson Hill Support operates a quality assurance system. The process of reporting, record keeping, monitoring and evaluating quality within the agency is important in deciding what can be improved upon, and how this can be done to best effect.

As part of this process you should expect the following:

- Spot checks and visits to monitor the actual support you receive
- A questionnaire sent to you every six months asking you questions on a variety of subjects linked to your support, as well as your ideas and suggestions for improving what we do
- Meetings between the support workers and line manager.

This is in addition to the regular and annual reviews of your support package. The outcome of each visit is written in a report which you can see.

Key Policies and Procedures you need to know about

Timekeeping:

Every attempt will be made to ensure that support workers arrive at the agreed time, and work for the time as stated on the contract or specified by social services. However there may be times due to unforeseen circumstances when this may not happen. In these instances the local office will inform the service user of any changes to the local arrangements as soon as possible.

Money:

If the support worker is required to help the service use handle money or use money on the service user's behalf, then they will be required to keep comprehensive records that this has occurred. These records will be kept in the service user's home, and will be subject to auditing by Crimson Hill Support as part of our quality assurance system. The service user will be notified when this is going to happen, and needs to be present when the financial records are checked. Any discrepancies must be reported to one of the directors immediately.

Safe Working Environment:

Crimson Hill Support has a duty to ensure that our staff are able to complete their tasks safely. We therefore ask that service users assist us to achieve this when safety issues are highlighted.

Insurance:

Crimson Hill Support holds comprehensive insurance policies in relation to liability and malpractice insurance. It covers workers against damage caused by negligence. However it is still the service users responsibility to remove any valuable items before domestic personal tasks are undertaken.

Data Protection Act and Access to Files:

As a requirement of the Health and Social Care Act 2008 the Care Quality Commission are legally bound to inspect our offices and our records. The Data Protection Act also gives service users the right to access their own files. If you want to look at your file call the office to arrange a visit.

Confidentiality:

All staff are aware of their responsibility to protect your confidentiality and follow the policy to ensure this occurs. If you are worried that someone has broken confidentiality then contact Felicity or Steve in the office.

Safeguarding Vulnerable Adults:

All staff are checked against the Protection of Vulnerable Adults list prior to commencing employment with crimson Hill Support. They are trained in safeguarding adults and reporting abuse. If you have any concerns regarding the behaviour or conduct of a staff member or another service user then please call Felicity or the on call person as soon as possible. Or you can contact CQC on 03000 616161 or Somerset Safeguarding Team on 0845 3459133.

Acceptable dress:

All staff have a policy on how they should dress when they are at work. If you are unhappy about how someone is dressed then please call Felicity or Steve at the office.

Smoking:

Staff are not allowed to smoke in your home. They cannot smoke when they are supporting you on any activity. If you are unhappy about a member of staff smoking when they are supporting you, then please contact Felicity or Steve at the office as soon as possible.

Alcohol and Illegal Substances at Work:

There is a policy on this, and no staff should either be under the influence of alcohol or drugs whilst supporting you, or bring alcohol or drugs to your home. If you have any concerns please contact Felicity, Steve or the on call manager immediately, and they will arrange for alternative support to be provided.

Dealing with Violence and Aggression:

It is your right, and that of the support workers not to be subjected to episodes of violence and aggression at work. If you some times express yourself through behaviour, then this will be documented in your support plan and guidelines put in place to help you and staff manage the risks. If you experience violence or aggression from a staff member then contact Felicity, Steve or the on call immediately for assistance.

Refusal or Non-attendance for Support Hours:

Your support hours have been agreed with your care manager and Crimson Hill Support. If you are not available for the agreed times, or if you refuse support then this will be documented by the support staff. This may result in a reduction of your hours by your care manager over a period of time.

Safe Keeping of Keys:

If you live on your own or in a shared house then you may want us to keep a set of keys to your house. They will not be used to allow support workers or anybody else enter your home without your permission. We will ensure that we keep your keys safe.

Complaints/Compliments Procedure:

We want the service that we provide you to meet your needs as well as your expectations. We value your

comments about the service you receive and will use them to improve what we do.

1. If there is something wrong or if you are happy about something then you should talk to your key worker or a member of staff you trust.

2. The complaint/compliment will be passed on to Felicity or Steve who will record it.

3. They will write to you acknowledging receipt of the complaint/compliment.

4. If they can solve the problem or sort out the issue simply they will do this and then let you know in writing within five days.

5. If they cannot do this then they will investigate the problem and then write to you with details of their findings. This may take a little while longer, and they will write to you within ten working days, and let you know what is happening and any action taken.

6. If it is very difficult to reach a decision then they will write to you to let you know it is going to take them longer to sort out the problem.

7. If you are not happy with what they have done, then Crimson Hill Support will refer the complaint on for further investigation.

You can contact the CQC or your care manager if you are unhappy with how Crimson Hill Support is dealing with your complaint at any time, or you can complain directly to CQC 03000 616161. For a full copy of Crimson Hill Support's full Complaint Policy then please phone the office.